

St Catherines Nursing Home
St Catherines Nursing Home, Spring Road, Letchworth Garden City, Hertfordshire, SG6 3PR



Resident Guide

**St Catherines Nursing Home
Spring Road
Letchworth Garden City
Hertfordshire
SG6 3PR**

Tel: 01462678888

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Welcome to St Catherines Nursing Home

On behalf of St Catherines Nursing Home and all of our staff, we welcome you, your family and others who are important to you. We hope that you will be happy and fulfilled with us at St Catherines Nursing Home and will continue to enjoy your current interests and relationships in addition to those which we can offer you after joining us. We want to support you to enjoy your day-to-day life in the same way that you do at present. If there is anything you need or would like more information about, please do not hesitate to ask.

As you settle into St Catherines Nursing Home there may be questions that you, or your relatives and friends, would like to ask. Our staff will ensure that any queries you have are answered as quickly and fully as possible. The information given below should provide you with the answers to some of the most frequently asked questions.

Useful Contact Information

- The Registered Manager is Claire Greener
- The Registered Manager can be contacted on 01462 678888
- The person responsible for complaints or comments and suggestions is The Registered Manager
- The person responsible for Data Protection is: Alison Chamberlain

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About St Catherines Nursing Home

St Catherines Nursing Home is a small, family run home in a quiet area of Letchworth. St Catherines was built in 1926 and has been serving the local community as a convalescence, maternity and now nursing home ever since. The current owner bought St Catherines in 2009 and has since modernised and developed the home.

Property Location

Quiet, wooded area, 10 minutes walk from the town centre

What this Service User Guide is for

This guide is intended to give Residents the information they need about St Catherines Nursing Home. We can't fit everything into a guide, so any additional information that you might need can be found by asking staff or checking our website.

We hope that you find this guide useful. If there are changes you want to suggest, then please let us know.

St Catherines Nursing Home Philosophy of Care

The Home aims to:

- *Offer skilled care to enable people who live here to achieve their optimum state of health and well-being.
- *Treat all people who live and work at the Home and all people who visit with respect at all times.
- *Uphold the human and citizenship rights of all who live, work and visit here.
- *Support individual choice and personal decision-making as the right of all Service Users.
- *Respect and encourage the right of independence of all Service Users.
- *Recognise the individual uniqueness of Service Users, staff and visitors, and treat them with dignity and respect at all times.
- *Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner.
- *Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users and staff.

We base our care around you as an individual. To help us to do that, we adhere to a set of important principles outlined below. If at any time you have any questions about these, or you feel that someone is not upholding them, please let the manager know.

Safe

St Catherines Nursing Home will do everything possible to keep you safe from all forms of abuse and neglect, working with you and other agencies to prevent avoidable harm. We do this by:

- **Ensuring that our staff are well trained and skilled to provide the right care and support**, are able to recognise signs of abuse and report them swiftly
- **Giving you the information you need** to make informed choices and take informed risks. Staff at St Catherines Nursing Home understand and ensure the balance between your informed risk-taking, and the responsibility to ensure the safety of you and of others
- **Keeping a clean environment** free from hazards and keeping infection under control
- **Supporting you with any medication needs** carefully to minimise the risk of errors

Freedom from Discrimination

St Catherines Nursing Home has a zero-tolerance approach to all forms of discrimination and will take action when it is found. Discrimination means being treated unfairly on the grounds of; age, being or becoming a transsexual person, being married or in a civil partnership, being pregnant or on maternity leave, disability, race including colour, nationality, ethnic or national origin, religion, belief or lack of religion/belief, sex, sexual orientation or social standing.

Effective

We believe in care that meets your needs because you are involved fully in your care and its arrangement.

Each Resident is celebrated and supported to be an individual, to have their own social, emotional, spiritual, cultural, political and sexual needs accepted, supported and respected.

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The service we provide is effective because:

- **We employ the right staff** for you who have the right knowledge, skills and qualifications to fulfil your wishes and to enable you through care
- **We will ask for your views and ideas** on daily living arrangements and enable you to contribute to any proposed changes
- **We will make information accessible** and in a way that you can understand, both about your care (including medication) and the services being offered
- **We will consult you** on your wishes, history and preferences in the assessment and put this in your Care Plan. We will ensure that this is up to date when your Care Plan is reviewed. We will make sure that your Care Plan is updated if your care needs change
- **We will ask for your informed consent** to care and any changes to it in all decisions about your care
- **The principles of the Mental Capacity Act will be followed**, and we will ensure that, where you cannot give consent, best interest decisions will be made following the Mental Capacity Act principles
- You will be **supported to achieve as much independence as possible**, emotionally, physically, intellectually and socially and without unreasonable restrictions
- We will keep information about you confidential and will tell you how we use your personal information, how we store it and how long we keep it for. You can talk to our Privacy Officer if you are concerned about your personal information

Caring

St Catherines Nursing Home provides a caring environment which supports a person-centred approach because:

- **Staff will take an interest in what makes you, you;** the things you want to share from memories, the things you like and don't like, current interests, wishes and new pursuits
- **Staff will treat you with dignity** in the way they speak with you and the way they behave
- **We will assist you in continuing to use your skills** and in pursuing your interests, as well as facilitating a varied range of new skills and interests to try if you would like
- **Staff will create a stimulating environment** which enables you to be as active as you would like to be
- **We will uphold your right to privacy** in all aspects of your care, personal affairs and belongings, undisturbed and free from intrusion and public attention
- **All information about Residents is treated as confidential** and only shared with members of staff, visiting professionals or organisations for the provision of care with your consent or your representatives
- Information about you will be protected and stored to meet legal requirements and will only be kept for as long as is necessary
- **We will make sure that you understand information and what is said**, providing you with the support you need, and giving you the help that you require to make your voice heard
- **You will be supported to carry on relationships and have access to family**, friends, facilities and the community

Responsive

St Catherines Nursing Home will be responsive to what we see, hear and know, to ensure that you maintain your health and wellbeing.

- **Care staff will ensure that they are up to date with what is in your Care Plans** and make changes when they are needed
- **St Catherines Nursing Home welcomes complaints, compliments and issues raised** and will always take them seriously, investigate and take the action needed to put things right, and improve the service we offer
- Staff will work with other professionals to ensure that your care is joined up

Well Led

St Catherines Nursing Home is a well-led organisation, knowing its responsibilities and carrying them out

- The management staff of St Catherines Nursing Home are both visible and approachable for Residents

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and staff alike

- St Catherines Nursing Home has the skills to monitor the service and make changes when they are needed
- When things go wrong, St Catherines Nursing Home and its management staff are honest with you and give solutions on how to put things right

Statement of Purpose

We have a Statement of Purpose which you can ask to see. Claire Greener will be able to help you with this.

Our Staff

Within our service, we recognise that, in order to deliver a good care service, we need to recruit the right individuals. We base the recruitment of all our staff on several key principles; commitment, compassion and shared values being the main requirements. We expect our staff to be committed to providing the best possible care, they must be passionate about caring for others and be able to demonstrate that they share our values and ethos. The team consists of the following: Registered Manager; Operations Manager; Home Administrator; Clinical Lead; Registered Nurses; Senior Care Assistants; Healthcare Assistants; Kitchen Staff; Housekeeping Staff; Activity Coordinator and Maintenance Staff.

Our Services

The regulated activities we offer are listed below.

Accommodation for persons who require nursing or personal care

In addition, we offer the following services:

All meals, a laundry room, social activities and cleaning.

If there is a service you required that is not shown above, please do not hesitate to speak to the manager to see if it can be arranged.

The Services Offered by Others

Residents can purchase additional services at reasonable rates from independent suppliers whom we have vetted. That means professionals who are not part of St Catherines Nursing Home. St Catherines Nursing Home will arrange for the Resident to have access to these services, which include:

- Hairdressing
- Chiropody
- Physiotherapy
- Opticians
- Dental services

They will state their costs and terms of business directly to the Resident. Residents should normally receive and deal directly with payments to independent contractors but if this is not possible, Residents are asked to discuss the matter with the Manager with a view to agreeing on suitable alternative arrangements.

Your Visitors

- Visitors are very welcome at St Catherines Nursing Home. Currently, each resident is able to nominate an Essential Visitor who is able to visit at times that suit you. Other visitors are able to visit, up to two at a time, by booked appointments. This is under regular review during the Covid-19 pandemic and follows the most recent guidelines on care home visiting from the government. Principal carers and/or family and friends may telephone us at any time, day or night, to enquire about your wellbeing. We will only pass on information about you with your consent.
- We will always try to enable you to speak directly to the person telephoning and if that is not possible, we will pass messages for you, making sure that you receive any messages back in a timely way
- Visitors are asked to sign in and out in the Visitor's Book to comply with health and safety requirements
- We also request that all visitors comply with health and safety notices and do not introduce hazardous substances or materials into the establishment or bring in food from outside without checking first with the person in charge. This includes all electrical items which need to be PAT tested for safety before being put into use.

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Keeping Links with Friends, Family and the Community

- We will support you in keeping links with the community. Your Key Worker will help you to maintain your network of friends and family.

Activities

- St Catherines Nursing Home actively promotes Residents' normal social networks and social activities and support for access will be available at all times. The Home possesses some specialised equipment for the use of Service Users with sensory loss such as loss of sight and hearing
- Each Resident's Care Plan includes a facility for recording life history, social networks and contacts, and preferences for activities and hobbies, so that we can ensure that these are a part of everyday life

Communications – How we will listen and share information

Resident/Principal Carers' Meetings

- The committee provides a recognised forum for Residents and principal family carers to talk and share their views. Participation in decision-making is encouraged and valued. A member of staff acts as Secretary at the meetings.
- Any funds raised by events are held in a separate account, and are available only for use in ways approved and controlled by the committee

News

- Special news, details of staff changes, changes in the organisation of St Catherines Nursing Home, minutes of the Residents' meetings and advance notices of events will be posted on a noticeboard in a public area and detailed in the monthly newsletter.
- We will support Residents and representatives with any information required in accessible formats and also try to give messages verbally as well as in writing

Telephones

- A telephone for Residents' use is available
- Any member of staff will help you to access the telephone if you need help
- It may be possible, subject to the telephone supplier's requirements, to have a private telephone line fitted to your own bedroom; in this instance you will be responsible for installation charges and your own telephone bills
- Residents are also very welcome to use the telephone in their own room for privacy – to do so please ask any member of staff

Mail

- Your mail will be given to you as it arrives, unopened, unless you have requested that it be forwarded to another person. In the latter case we will forward your mail, unopened, weekly

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Internet

- St Catherines Nursing Home has in place a broadband service and Wi-Fi is available. Please speak to Claire Greener for Wi-Fi codes and any assistance you need with email addresses etc.

Call Bell System

- A call bell system call point is located in your room and at appropriate points throughout the home, enabling you to summon assistance from staff
- If you are unable to use the call bell, alternative equipment can be used to enable you to alert staff.

Privacy and Dignity

We will respect Residents' privacy and dignity at all times. We will do this by making sure that:

- **Door Locks** - Residents' personal rooms will have a lock fitted on request.
- **A locked cabinet or a locked cash box** is available in your room on request
- Giving you **privacy in bathrooms and toilets** as well as when dressing and undressing is extremely important to us, whilst observing health and safety and any instruction from your risk assessment
- Discussion of your affairs will be for the purposes of managing and improving care, and for no other reason, and will be conducted in private
- We will make sure that you have somewhere private to have any important discussions
- Records will be designed, used and stored safely and confidentially, and the Data Protection Act principles for information sharing will be followed
- Records will be made available to your next of kin only with your consent

Residents' Dignity

Your dignity is a matter of the utmost importance to us, and all staff will have received training in this area.

- You will be asked what you would like to be called, and this name will be recorded on your Care Plan and used by all staff
- You are entitled to ask that your main carers use one name, and others use another name. The level of familiarity is within your control
- In the absence of information, staff will address you formally, using your title and surname
- Staff are trained to support you with dignity at all times and will ensure that support is given in a dignified way, whether you are alone or in company
- Staff are trained to knock and wait for your invitation before entering the room

Raising an Issue, Making a Complaint and Giving Compliments

- We believe that complaints and compliments are important in showing the quality of our service and provide us with the opportunity to improve the service we provide
- No one will receive adverse treatment because they have made, or wish to make, a complaint, raise a concern or issue
- We will support Residents in making a complaint. If you require specific support, we will make this available to you
- We encourage Residents to make a complaint through the Complaints Procedure whenever they feel that this is necessary
- We encourage Residents to raise issues, however small they may seem, and whatever the impact. This can be done informally, or formally through the complaints process
- Complaints can be made by anyone. They are not restricted to Residents. You can make a complaint to any of our staff but the person in charge of complaints is The Registered Manager

Our Commitment:

- All complaints and issues will be taken seriously
- All complaints will be acted upon with fairness and impartiality
- You will receive a formal response within 3 working days of the complaint being made, and a final reply within 28 days
- If the complaint is upheld, you will receive a written apology, appropriate action will be taken to rectify the complaint and you will be informed of what that action is

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- Residents are entitled to involve an impartial third party in the complaints procedure if they so wish
- We will learn from complaints and issues and take action to rectify problems

Please find a Complaints Form for your use at any time at the back of the Guide. This can be handed to the manager, reception staff or a member of staff whom you feel comfortable with.

Residents and their representatives may take their complaints to persons in authority outside the home.

- For Residents funded all or in part by Social Services or the Clinical Commissioning Group, complaints, in the first instance, can be directed to them
- For privately funded Residents, a range of advocacy services are available locally which we can direct you to. In the event of a serious issue and complaint, you should contact the CQC

Addresses:

<p>Director of Social Services: Hertfordshire Adult Care Services Farnham House Stevenage Herts SG1 2FQ</p>	<p>Care Quality Commission: Care Quality Commission (CQC) National Correspondence Citygate, Gallowgate Newcastle upon Tyne NE1 4PA Tel: 03000 616161 Fax: 03000 616171</p>
<p>Local Clinical Commissioning Group: East and North Herts CCG Charter House Parkway Welwyn Garden City Herts AL8 6JL 01707 685000</p>	<p>The Local Government and Social Care Ombudsman PO Box 4771 Coventry CV4 0EH Tel: 0300 061 0614 Email: advice@lgo.org.uk Website: https://www.lgo.org.uk/ Complaint form: https://www.lgo.org.uk/complaint-form</p>

Advocates

- All Residents have the right to access external agents who will act in their interests to help them solve problems, discuss concerns, and understand information. Claire Greener will be happy to provide information on local advocacy groups and other support networks.

- Some of those currently known to us are:

**Hertfordshire County Council
 County Hall
 Pegs Lane
 Hertford
 SG13 8DQ
 POHWER 0300
 456 2370
 Hertshelp
 0300 123 4044**

Arrangements for your Voting Rights can be Made Through the:

**North Herts District Council
 Gernon Rd
 Letchworth
 Herts
 SG6 3JF
 01462 474503**

Other Documents

- You are invited to review the latest CQC inspection report on the establishment, and the latest summary of Residents' and Residents families' views on the Services offered. These are not included in this pack because they rapidly become out of date

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- A copy of the full report can be found on the CQC Website: <https://www.cqc.org.uk/> and the overall ratings published on the noticeboard in the home. Copies can be made available to you from the manager at any time

Living at St Catherines Nursing Home

Trial Period

The first month of your stay will be on a trial basis, to ensure that you are happy that you have made the right decision.

At the end of the month, we will talk with you and, if appropriate your family/and or your representative, and ask if you wish to stay with us or move elsewhere.

If you decide to stay with us, your admission will be confirmed. If you decide to leave, we will support you in that decision, and help you to find other accommodation.

Accommodation

It is very important for us to know that you are safe and comfortable in your new surroundings. We will always try to allocate you to the room that you prefer. This is, however, dependent on availability at the time of your admission to St Catherines Nursing Home. Should your preferred room become vacant later, it may be possible to relocate. Should you require any treatment while you are in your bedroom, your privacy and dignity will be respected at all times. Should you require assistance at any time while you are in your room, there is a call system at hand for you to summon assistance. A staff member will come to you as soon as possible. We would encourage you to bring photographs, favourite ornaments, other treasured keepsakes or small items of furniture that help to personalise your room and make it feel more like 'home'. In addition, you will be able to lock your room if you so wish. St Catherines Nursing Home has:

- Total en suite rooms: 2
- Total shared rooms: 2
- Total single rooms: 33

Admission

Our manager or senior member of staff will assess all Residents prior to admission where possible. Once this assessment has taken place and all parties agree that St Catherines Nursing Home can meet the assessed needs, an admission will be arranged subject to appropriate funds being in place. An initial Care Plan will also be agreed prior to admission and this will be reviewed and amended during the first month as needs and preferences become known. We recommend that all potential Residents and representatives visit the home. Residents are offered the opportunity to move in on a trial basis in order to assess the facilities and suitability before they, or their representative, make a decision to stay. A contract will be given to you to read and sign, with a copy for you to retain. In the case of an emergency admission or other unusual circumstances, the assessment and draft Care Plan will be created within 48 hours of admission.

Medication

On admission, all medication must be given to the person in charge. Relatives and visitors are requested not to bring in further supplies. We will support you to manage your own medication where possible with your General Practitioner's and Claire Greener's agreement. If you are able to retain responsibility for your own medication management, we will provide you with a lockable cabinet in your room.

Where necessary, following an assessment, we can assist you with the administration of your medication. A trained staff member will look after your medicines and be responsible for ensuring the safe and timely administration of your medication.

Personal Care

Your personal care and health care are planned in consultation with you, with our staff members who will look after you, and with your relative if appropriate. Other appropriate health professionals are also involved in the planning of your health care where necessary. To ensure that we provide the highest level of care for you, our staff will record the details of your care in the Care Plan, along with details of your personal choices regarding the normal activities of daily living. All Residents are actively encouraged to become involved in the care planning process and will be consulted at each stage of the Care Plan. A copy of the Care Plan will be made available to you and/or your family/friend (with your consent), to seek your agreement for signature when a change or a review takes place.

Personal Preferences

At any time, you can discuss with your Key Worker any personal preferences that you may have relating to your care, the gender of the person providing that care, your diet or social activities.

Personal Property

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- Residents are encouraged to bring personal possessions into the home, including furniture. Items of substantial size should be discussed prior to being brought in, to ensure that access and room is made available
- In common with hotels and similar establishments where no documentary control is exerted over the bringing in and taking out of personal property, it is the policy of St Catherines Nursing Home that the Resident is responsible for keeping a record of their property if they so wish, and ensuring its safekeeping
- Lockable space is provided in each room for small items of value. By special arrangement, the home will arrange for the safekeeping of items of value, for which it will accept responsibility
- St Catherines Nursing Home insures Residents' property to a total of 1000 each. Any single items of value, or property which totals more than 1000 should be insured by the Resident personally

Named Nurse and Key Worker

- In order for you to receive the best care, we have a Key Worker system. You will be allocated a Care Worker who will be your Key Worker for your needs
- They will undertake to identify your needs with you and ensure that they can be met through a Care Plan to ensure that your health gains are maximised
- The aim of the Key Worker system is to provide each Resident with an advocate within the staff team, and develop a relationship between the Resident and staff based on trust and mutual respect
- Your named nurse will arrange for meetings to review your Care Plan periodically with you and your family member or friend, and to measure the progress of your care programme
- If you are unhappy with your Key Worker, please bring this to the attention of the Registered Manager. The matter will be resolved sensitively and confidentially, and, where appropriate, a new Key Worker will be assigned to you

Hobbies, Interests and Activities

- Your special interests and hobbies will be discussed during your assessment and noted in your Care Plan. If you have any special interests, please let us know so that we can make arrangements for you to continue with them. We organise special outings and a range of interesting activities to suit most tastes. Naturally, you are free to choose whether to join in or not. There are quiet corners in St Catherines Nursing Home where you can relax if you wish to be peaceful. The following are examples for the current activities we offer:
 - Daily Exercise Sessions
 - Games
 - Sensory Equipment
 - Gardening
 - Arts and crafts
 - Music
 - Trips out
 - Religious Services

Religious observances

Religious observance is supported according to the wishes of each individual, and facilities are available for clergy to conduct private or individual devotion on the premises.

Meals

We take pride in the variety and quality of our home cooking. Special diets and personal preferences are catered for. Meals are prepared on the premises from fresh produce purchased locally. We provide a four weekly menu which is reviewed on a regular basis. Residents are welcome to suggest changes to the menu at any time.

Meals are prepared on the premises, from fresh produce wherever possible. We are currently unable to supply meals for visitors due to ongoing Covid-19 visiting restrictions.

Snacks and drinks are available at any time on request.

At present, mealtimes are:

Early morning drinks	from 06:00
Breakfast	08:45
Tea & coffee	11:00
Lunch	12:30
Evening meal	17:00
Tea & coffee, & supper	21:00

Car Parking

Car Park on the premises

Smoking

In accordance with legislation, the home allows smoking in designated areas only. Smoking is therefore not permitted anywhere else on the premises. The designated area is currently in the car park smoking shelter.

Fire Precautions

- St Catherines Nursing Home carries out a full fire risk assessment on its premises and procedures, and takes steps to ensure that the risk of fire is minimised
- There are sound practices in place to ensure that staff are well trained and to avoid fire risks, and steps are taken to ensure everyone’s safety in the event of a fire
- St Catherines Nursing Home is subject to inspection by the Fire Brigade as well as conducting our own fire safety surveys and assessments, and is covered by an effective fire alarm
- If you become aware of any potential fire risk, please immediately inform a member of staff

Services Available

Shopping

- Should you wish to go shopping, your Key Worker or our activities organiser will assist you yourselves or contact your family to assist. Keyworkers will shop for residents who are unable to go themselves

Transport

- Our policy is that all Residents will have transport arranged for them for appointments, and whenever possible, they will have access to a Health Service Ambulance. An escort to appointments will be provided by either a family member or by St Catherines Nursing Home. (There is an additional charge for staff escorts)
- Taxis will be arranged (charged to the Resident at the full cost), if necessary, for relevant appointments where other arrangements cannot be made, and properly adapted coaches for disabled Residents will be hired for outings where possible
- All Residents will be supported to have access to a vehicle for personal transport and all efforts will be made to assist the Resident in retaining their independence

Keeping Pets

- Wherever possible, the keeping of pets will be encouraged on the basis of their beneficial and positive influence on Residents’ lives. We also have regular visits from the (well behaved) pets of Residents and relatives.

Medical Services

- Sollershott Surgery GPs provide medical services for the Home and visit at least monthly and also if there is an urgent need. They also hold weekly remote meetings with the Nurse to discuss any issues in between visits. You may retain your own GP if you prefer. Please inform the Nurse if you wish to do so.

A Visiting Physiotherapist can be Arranged

- The Community Physiotherapist may attend if physiotherapy is prescribed, or private arrangements can be made at their normal charges to Residents

A Visiting Chiropodist can be Arranged

- The Community Chiropodist may attend if chiropody is prescribed, or private arrangements can be made at their normal charges to Residents

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Dentist or Optician

- You may also request to see a dentist or an optician as required, and they can be seen at the home, or by accompanied visits to their Practices. Again, they will charge the Resident as appropriate

Community Nurse

- If you are assessed as “residential”, you can have visits from the Community Nurse

Community Services

- There are community nurses who can give specialised advice on problems such as wounds, blood testing and continence management. After discussion with you, you may be assured that we will contact on your behalf any specialised help and advice to which you are entitled

Personal Development

- St Catherines Nursing Home will support you in gaining access to suitable education and training courses in the community in order to enable you to maintain your interests

Fees

- You will be given a Service User Contract on admission. In brief, the arrangements on fees are:
 - If you are fully self-supporting, meaning you are not in receipt of support from a Social Services Department, then you are personally responsible for the full fee quoted, and should make arrangements for regular payments to be made to the home, for example, by setting up a standing order. Fees are proportionately refundable on discharge
 - Privately funded Residents whose capital is declining should note that there is a level at which they may become eligible for support from Social Services. An application should be made for this support well in advance of reaching the relevant capital level in order to ensure both continued payment of fees, and preservation of capital
 - If you are supported by a Social Services Department or another public body, then your total fee is made up of your state benefits topped up to the full fee by Social Services. Social Services pay their portion directly to the home. Your benefits will be paid into your bank account or that of your representative, and the portion due to St Catherines Nursing Home must be paid to St Catherines Nursing Home regularly, with a minimum frequency of every two weeks. Those in receipt of benefits are entitled to a weekly general spending allowance. If the allowance is paid to the home by Social Services etc, the allowance will be given to the Resident weekly by St Catherines Nursing Home. If the benefits are received by the family of the Resident, then they are responsible for delivering the allowance to the Resident and paying the balance to the home for fees

Other Charges

- Where the home supplies items such as toiletries for purchase by Residents, payment should, if possible, be made at the point of purchase to minimise administration costs. All such items are sold at normal retail prices. If payment is not made at the point of purchase, a credit account will be kept for the Resident and an invoice raised. , otherwise an account will be kept and invoiced weekly in arrears at the cost to the Provider.

Elections

- You are fully entitled to vote in all local and national elections while you are a Resident in the home, for the constituency in which the home is located. We will ensure that you are recorded on the annual Electoral Register review and, if it is the case that you have been admitted since the last review, that the Local Authority includes you in the Register for an election. If you wish, the home will arrange for a postal vote

Electrical Safety

- All electrical equipment brought into the home on or after admission must be presented to the Maintenance Department before use, in order for its safety to be checked

Risk and Hazard

- We encourage Residents to have personal food treats which are often brought in by visitors. Because of our legal responsibilities under Food Hygiene regulations we request that Residents ask for food to be appropriately stored, such as in a refrigerator
- Any stored food will be individually labelled, not be used by anyone else, and will be available to you at any time by simply asking a member of staff.

Resident's Checklist

The following checklist is meant as a guide to help with your requirements in the home:

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• **Clothes (as a minimum):**

- 3 sets of day clothes
- 7 sets of underwear
- 3 sets of pyjamas or nightdresses
- Dressing gown and slippers
- Shoes and appropriate hosiery
- Where possible, we would ask that you please see that the items are clearly and permanently marked with your name in order to help staff return them to you from the laundry. Labels can be ordered before admission for relatives to sew them into clothes, and to retain a stock for future use
- We have our own in-house laundry, and every care is taken with your clothes. It is advisable to bring easy-care fabric clothing with you – time for hand-washing is limited. We will be happy to arrange for your clothing to be collected together for laundering off the premises by, for instance, your family, if you prefer. Dry cleaning is arranged off-premises, at your own expense.

• **Toiletries:**

- Toothbrush, toothpaste
- Soap, face flannel
- Shaving material

It is important that you bring with you any items such as

- Spectacles, magnifying glass
- Hearing aid
- Walking stick
- Writing materials, stamps
- Radio/TV.
- Please bring with you all the medication that you are currently using, plus your Health Service Medical Card

Inappropriate Behaviour

- Inappropriate behaviour is the systematic maltreatment or physical, sexual, emotional or financial abuse of one person by another
- St Catherines Nursing Home is committed to preventing inappropriate behaviour and if a Resident, carer, friend or relative has any concerns in this area, they should discuss this immediately with a senior staff member or use the formal complaints procedure
- Residents, principal carers and relatives will be kept informed of the progress of the investigation into any complaint

Fire Safety

We ask for your cooperation in paying attention to fire safety and fire prevention. The following points should be observed:

- Please abide by the smoking rules; smoking is only allowed in the designated smoking area
- Please do not store possessions next to a source of heat
- Please turn off your electrical equipment when you have finished with it
- Make sure that you have all of your personal electrical equipment checked by our maintenance engineer before you use it in the home
- When you are leaving the home, please notify a member of staff; similarly, do so when you return, so that the staff are always aware of who is on the premises
- Please ask your visitors to sign our Visitor's Book, so that staff are aware of who is on the premises

Quality Assurance

Our home is registered and inspected by the CQC. This involves unannounced inspections and we always receive a report following these.

The following are examples of other professionals who may also inspect us

- Hertfordshire County Council
- Pharmacist

St Catherines Nursing Home
St Catherines Nursing Home, Spring Road, Letchworth Garden City, Hertfordshire, SG6 3PR

- Fire Service
- Health and Safety Executive
- Environmental Health
- Placement Officers/Care Managers
- Senior manager of the company
- Training managers

We will display our CQC rating on the noticeboard. You can contact the CQC if you have any concerns about St Catherines Nursing Home or the care you are receiving.

St Catherine's Nursing Home
St Catherine's Nursing Home, Spring Road, Letchworth Garden City, Hertfordshire, SG6 3PR

Date:

Details of complaint:

The outcome that you expect:

Your name:

Signed:

Date received:

Received by (sign):

St Catherines Nursing Home
St Catherines Nursing Home, Spring Road, Letchworth Garden City, Hertfordshire, SG6 3PR

<p>I, [insert Resident name] confirm receipt of the Resident Guide for St Catherines Nursing Home and understand that should I need any further information, to contact Claire Greener.</p>	
Resident's Signature:	
Date received:	
<p>Where the Resident lacks capacity, a representative should sign for receipt of the Resident Guide on their behalf.</p>	
Representative on Behalf of [insert Resident name]:	
Signature:	
Date Received:	